

What is claimed is:

1. A method for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:
  - receiving change of address information from the customer via a network;
  - receiving verification information verifying an identity of the customer;
  - and
  - processing the change of address information electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer when the identity is verified.
2. The method of claim 1, wherein the old address and new address are mailing addresses.
3. The method of claim 1 wherein the old address and new address are electronic addresses.
4. A method for providing an electronic change of address service including a plurality of sub-services from an old address of a customer to a new address of the customer, comprising:
  - providing a user interface at a change of address server for the customer to enter change of address information;
  - receiving the change of address information at the change of address server via a network;
  - validating an identity of the customer at the change of address server;
  - electronically transferring the change of address information to a service center when the identity is valid;

forwarding the change of address information electronically from the service center to at least one of the sub-services within the change of address service; and

processing the change of address information received from the service center electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.

5. The method of claim 4, wherein forwarding the change of address information includes:

formatting the change of address information to be uploaded to a forwarding service unit; and

uploading the change of address information to the forwarding service unit.

6. A method for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:
- providing a user interface at a change of address server for the customer to enter change of address information;
- receiving the change of address information at the change of address server via a network;
- validating an identity of the customer at the change of address server;
- and
- processing the change of address information electronically when the identity is valid to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.

7. The method of claim 6, wherein validating the customer's identity is performed by a third party.
8. A method for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:
- providing a user interface at a change of address server for the customer to enter change of address information and identification verification information;
  - receiving the change of address information and the identification verification information at the change of address server via a network;
  - comparing the identification verification information with stored identification verification information for validating the identity of the customer; and
  - validating the identity when the identification verification information agrees with the stored identification verification information; and
  - processing the change of address information electronically when the identity is valid to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.
9. The method of claim 8, wherein the stored identification verification information is a series of information.
10. The method of claim 8, wherein the stored identification verification information is a digital certificate.
11. The method of claim 8, wherein the stored identification verification information is government identification information.

12. The method of claim 8, wherein the stored identification verification information is a university identification.
13. The method of claim 8, wherein the stored identification verification information is credit card information.
14. A method for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:
  - providing a user interface at a change of address server for the customer to enter change of address information and identification verification information;
  - receiving the change of address information and the identification verification information at the change of address server via a network;
  - sending the identification verification information to a third party for validating the identity of the customer;
  - validating the identity when the third party sends an indication that the identification verification information agrees with stored identification verification information; and
  - processing the change of address information electronically when the identity is valid to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.
15. The method of claim 14, wherein the identification verification information is a digital certificate.
16. The method of claim 14, wherein the identification verification information is government identification information.

17. The method of claim 14, wherein the identification verification information is a university identification.
18. The method of claim 14, wherein the identification verification information is credit card information.
19. The method of claim 18, wherein the credit card information includes at least one of a billing address, a credit card name, a credit card type, an account number, an expiration date, and an e-mail address.
20. The method of claim 18, wherein validating includes  
determining whether the credit card information matches fraudulent  
credit card information stored on a database at the change of  
address server; and  
validating the identity when there is no match.
21. A method for providing an electronic change of address service from an old  
address of a customer to a new address of the customer, comprising:  
providing a user interface at a change of address server for the  
customer to enter change of address information and credit card  
information;  
receiving the change of address information and credit card  
information at the change of address server via a network;  
sending the credit card information to a third party for verification,  
where the information is processed to verify an identity of the  
customer;  
receiving from the third party at the change of address server an  
indication whether the identify of the customer is verified;

sending an electronic message from the change of address server to the customer when the information is valid;  
receiving a response from the customer at the change of address server after verification confirming the change of address information;  
validating the identity when the response is received; and  
processing the change of address information electronically when the identity is verified to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.

22. The method of claim 21, wherein the credit card information includes at least one of a billing address, a credit card name, a credit card type, an account number, an expiration date, and an e-mail address.
23. The method of claim 21, wherein validating further includes  
determining whether the credit card information matches fraudulent credit card information stored on a database at the change of address server; and  
validating the identity when there is no match.
24. A method for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:  
receiving change of address information from the customer via a network;  
processing the change of address information electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer; and  
providing an additional service to the customer to assist the customer in changing from the old address to the new address.

25. The method of claim 24, wherein the additional service includes providing an account establishment service allowing the customer to set up an electronic Postal Service account.
26. The method of claim 24, wherein the additional service includes a household service comprising:
- receiving a request from the customer regarding a household service;
  - and
  - processing the request through a company providing the household service.
27. The method of claim 26, wherein processing includes requesting the household service from the company for the customer at the old address or the new address, halting the household service from the company at the old address, or requesting the company to change the location of the household service from the old address to the new address.
28. The method of claim 26, wherein the household service includes a phone service, utility service, or a subscription.
29. The method of claim 24, wherein the additional service includes a moving service comprising:
- receiving a request from the customer regarding a moving service from the old address to the new address; and
  - processing the request through a company providing the moving service.
30. The method of claim 29, wherein the moving service includes at least one of scheduling a moving truck, ordering packing supplies, or providing other services related to moving.
31. The method of claim 24, wherein the additional service includes providing government information to the customer for a geographical area.

32. The method of claim 24, wherein the additional service includes an electronic tool.
33. The method of claim 32, wherein the tool includes at least one of an electronic furniture arranger, a moving timeline, or another tool assisting the customer in changing from the old address to the new address.
34. The method of claim 24, wherein the additional service includes a purchasing service comprising:
- receiving a request from the customer for a purchase item; and
  - purchasing the purchase item.
35. The method of claim 34, further comprising delivering the purchase item to the customer.
36. The method of claim 34, wherein the additional service includes a financial service providing a financial service to the customer.
37. The method of claim 36, wherein the financial service includes an on-line banking service.
38. The method of claim 24, wherein the additional service includes a referral service for providing a referral to the customer for a geographical area.
39. The method of claim 24, wherein the additional service includes a notifying service for notifying a company or individual that the customer changed from the old address to the new address.
40. The method of claim 39, wherein notifying includes
- receiving an e-mail address or downloading an e-mail address list from the customer for a designated individual or company; and
  - sending an e-mail message to the designated individual or company describing the customer's change of address.
41. The method of claim 39, wherein notifying includes



receiving a mailing address or downloading a mailing address list from  
the customer for a designated individual or company; and  
mailing a mail piece to the designated individual or company  
describing the customer's change of address.

42. The method of claim 24, wherein the additional service includes an e-mail forwarding service for forwarding e-mail addressed to the old address of the customer to the new address.

43. The method of claim 24, wherein the additional service includes a service for contacting a second customer who has changed an address from a second old address to a second new address comprising:

receiving a request from the customer to contact the second customer  
using the second old address;

determining the second new address for the second customer based  
on a database storing archived change of address information  
including the second old address and the second new address;  
and

providing the new address of the customer to the second customer at  
the second new address.

44. The method of claim 43, wherein at least the database spans more than one year or the customer changed from the second old address to a third old address before changing to the second new address.

45. The method of claim 24, wherein the additional service includes a service for providing electronic advertisements from a business to the customer based on the change of address information.

46. The method of claim 45, wherein the customer may chose whether to receive or continue receiving the electronic advertisements.

47. A method for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:  
receiving change of address information from the customer via a network;  
processing the change of address information electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer; and  
providing a notification service to the customer for notifying a company or individual that the customer changed from the old address to the new address, comprising  
providing a list of companies in a user interface;  
receiving a customer selection of a company to notify; and  
notifying the selected company of the customer's change of address.
48. The method of claim 47, wherein providing a list further comprises storing a record in a database for at least one company on the list including at least one of a unique identifier, a company name and address, a delivery method, and any company specific data needed to be collected for notification.
49. A method for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:  
receiving change of address information from the customer via a network;  
processing the change of address information electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer; and

providing an e-mail forwarding service for forwarding e-mail addressed to the old address of the customer to the new address, comprising:  
creating a deflector record containing an address of an old e-mail service provider, which provides e-mail service to the customer at the old address, and an address at the forwarding service;  
sending the deflector record to the old e-mail service provider for transferring the e-mail from the old e-mail service provider to the forwarding service;  
receiving the e-mail at the forwarding service from the old service provider; and  
re-routing the e-mail to the new e-mail address.

50. A method for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:

receiving change of address information from the customer via a network;

transferring the change of address information to a licensee of the change of address service to process the change of address electronically; and

providing the processed change of address information to the licensor electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.

51. The method of claim 50, wherein the licensor is a Postal Service, and the processed information is distributed throughout the Postal Service.

52. The method of claim 50, wherein the licensee provides an additional service to the customer to assist the customer in changing the customer address
53. The method of claim 50, wherein the licensor is electronically linked to the licensee to provide an additional service to the customer to assist the customer in changing the customer address.
54. The method of claim 50, further comprising a consolidation process to consolidate change of address information from several licensees so that the same change of address information is not provided to the licensor more than once.
55. A method for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:  
    providing a user interface at a change of address server for the customer to enter change of address information;  
    receiving the change of address information at the change of address server via a network;  
    validating an identity of the customer at the change of address server;  
    processing the change of address information electronically when the identity is valid to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer; and  
    providing an additional service to the customer to assist the customer in changing from the old address to the new address.
56. The method of claim 55, wherein the additional service is a notification service to the customer for notifying a company or individual that the customer changed from the old address to the new address, comprising:  
    providing a list of companies in a user interface;  
    receiving a customer selection of a company to notify; and

notifying the selected company of the customer's change of address.

57. The method of claim 55, wherein the additional service is a notification service to the customer for notifying a company or individual that the customer changed from the old address to the new address, comprising:

receiving an e-mail address or downloading an e-mail address list from the customer for a designated individual or company; and sending an e-mail message to the designated individual or company describing the customer's change of address.

58. The method of claim 55, wherein the additional service is a notification service to the customer for notifying a company or individual that the customer changed from the old address to the new address, comprising:

receiving a mailing address or downloading a mailing address list from the customer for a designated individual or company; and mailing a mail piece to the designated individual or company describing the customer's change of address.

59. The method of claim 55, wherein the additional service is an e-mail forwarding service for forwarding e-mail addressed to the old address of the customer to the new address, comprising

creating a deflector record containing an address of an old e-mail service provider, which provides e-mail service to the customer at the old address, and an address at the forwarding service; sending the deflector record to the old e-mail service provider for transferring the e-mail from the old e-mail service provider to the forwarding service; receiving the e-mail at the forwarding service from the old service provider; and re-routing the e-mail to the new e-mail address.

60. The method of claim 55, wherein the additional service includes a service for re-establishing contact with a second customer who has changed an address from a second old address to a second new address comprising:

receiving a request from the customer having the second old address of the second customer to re-establish contact with the second customer;

determining the second new address for the second customer based on a database storing archived change of address information including the second old address and the second new address; and

providing the new address of the customer to the second customer at the second new address.

61. The method of claim 60, wherein the database spans several years.

62. The method of claim 55, wherein the additional service includes a service for providing electronic advertisements from a business to the customer based on the change of address information.

63. A system for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:

a change of address receiving component for receiving change of address information from the customer via a network and receiving verification information;

a validation component for verifying an identity of the customer using the verification information; and

a change of address processor for processing the change of address information electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer when the identity is verified.

64. The system of claim 63, wherein the old address and new address are mailing addresses.
65. The system of claim 63 wherein the old address and new address are electronic addresses.
66. A system for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:
- a change of address server;
  - a user interface at the change of address server for the customer to enter change of address information and verification information;
  - a change of address receiving component for receiving the change of address information at the change of address server via a network;
  - a validating component for validating an identity of the customer at the change of address server using the verification information; and
  - a change of address processor for processing the change of address information electronically when the identity is valid to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.
67. The system of claim 66, wherein the validating component sends the validation information to a third party to validate the customer's identity.
68. A system for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:
- a change of address server;
  - a network;

a user interface at the change of address server for the customer to enter change of address information and identification verification information;

a change of address receiving component for receiving the change of address information and the identification verification information at the change of address server via the network;

a comparison component for comparing the identification verification information with stored identification verification information for validating the identity of the customer;

a validation component for validating the identity when the identification verification information agrees with the stored identification verification information; and

a change of address processor for processing the change of address information electronically when the identity is valid to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.

69. The system of claim 68, wherein the stored identification verification information is a series of information.
70. The system of claim 68, wherein the stored identification verification information is a digital certificate.
71. The system of claim 68, wherein the stored identification verification information is government identification information.
72. The system of claim 68, wherein the stored identification verification information is a university identification.
73. The system of claim 68, wherein the stored identification verification information is credit card information.



74. A system for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:
- a change of address server;
  - a network;
  - a user interface at the change of address server for the customer to enter change of address information and identification verification information;
  - a change of address receiving component for receiving the change of address information and the identification verification information at the change of address server via a network;
  - an identification verification sending component for sending the identification verification information to a third party for validating the identity of the customer;
  - a validation component for validating the identity when the third party sends an indication that the identification verification information agrees with the stored identification verification information; and
  - a change of address processor for processing the change of address information electronically when the identity is valid to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.
75. The system of claim 74, wherein the identification verification information is a digital certificate.
76. The system of claim 74, wherein the identification verification information is a social security number.
77. The system of claim 74, wherein the identification verification information is a university identification.

78. The system of claim 74, wherein the identification verification information is credit card information.
79. The system of claim 78, wherein the credit card information includes at least one of a billing address, a credit card name, a credit card type, an account number, an expiration date, and an e-mail address.
80. The system of claim 78, wherein the validation component includes
- a determination component for determining whether the credit card information matches fraudulent credit card information stored on a database at the change of address server; and
  - a designating component for designating the identity is valid when there is no match.
81. A system for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:
- a network;
  - a change of address server;
  - a user interface at the change of address server for the customer to enter change of address information and credit card information;
  - a change of address server interface for receiving the change of address information and credit card information at the change of address server via the network;
  - a credit card information sending component for sending the credit card information to a third party for verification, where the information is processed to verify an identity of the customer;
  - a third-party interface for receiving from the third party an indication whether the identify of the customer is verified;

an electronic message sending component for sending an electronic message from the change of address server to the customer when the information is valid;

a customer interface for receiving a response from the customer after verification confirming the change of address information;

a validation component for validating the identity when the response is received; and

a change of address processor for processing the change of address information electronically when the identity is verified to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.

82. The system of claim 81, wherein the credit card information includes at least one of a billing address, a credit card name, a credit card type, an account number, an expiration date, and an e-mail address.
83. The system of claim 81, wherein the validation component further includes a determining component for determining whether the credit card information matches fraudulent credit card information stored on a database at the change of address server and validating the identity when there is no match.
84. A system for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:
- a network;
  - a change of address receiving component for receiving change of address information from the customer via the network;
  - a change of address processor for processing the change of address information electronically to enable the customer to receive mail

addressed to the old address of the customer at the new address of the customer; and

a service component for providing an additional service to the customer to assist the customer in changing from the old address to the new address.

85. The system of claim 84, wherein the service component includes an account establishment component for providing an account establishment service allowing the customer to set up an electronic Postal Service account.
86. The system of claim 84, wherein the service component includes a household service component for providing a household service comprising:
  - a request receiving component for receiving a request from the customer regarding a household service; and
  - a request processor for processing the request through a company providing the household service.
87. The system of claim 86, wherein the request processor requests the household service from the company for the customer at the old address or the new address, halts the household service from the company at the old address, or requests the company to change the location of the household service from the old address to the new address.
88. The system of claim 86, wherein the household service of the household service component includes a phone service, utility service, or a subscription.
89. The system of claim 84, wherein the service component includes a moving service component for providing a moving service comprising:
  - a moving service request receiving component for receiving a request from the customer regarding a moving service from the old address to the new address; and

a moving service processor for processing the request through a company providing the moving service.

90. The system of claim 89, wherein the moving service of the moving service component includes at least one of scheduling a moving truck, ordering packing supplies, or providing other services related to moving.
91. The system of claim 84, wherein the service component includes a government information component for providing government information to the customer for a geographical area.
92. The system of claim 84, wherein the service component includes an electronic tool.
93. The system of claim 92, wherein the tool includes at least one of an electronic furniture arranger, a moving timeline, or another tool assisting the customer in changing from the old address to the new address.
94. The system of claim 94, wherein the service component includes a purchasing service component for a purchasing service comprising:
  - a purchase request receiving component for receiving a request from the customer for a purchase item; and
  - a purchasing component for purchasing the purchase item.
95. The system of claim 94, further comprising a delivery component for delivering the purchase item to the customer.
96. The system of claim 94, wherein the service component includes a financial service component for providing a financial service to the customer.
97. The system of claim 96, wherein the financial service of the financial service component includes an on-line banking service.
98. The system of claim 84, wherein the service component includes a referral service component for providing a referral to the customer for a geographical area.

99. The system of claim 84, wherein the service component includes a notification service component for notifying a company or individual that the customer changed from the old address to the new address.
100. The system of claim 99, wherein the notification service component includes a customer selection receiving component for receiving an e-mail address or downloading an e-mail address list from the customer for a designated individual or company; and a electronic message sending component for sending an e-mail message to the designated individual or company describing the customer's change of address.
101. The system of claim 99, wherein the component for notifying includes a customer selection receiving component for receiving a mailing address or downloading a mailing address list from the customer for a designated individual or company; and a message sending component for mailing a mail piece to the designated individual or company describing the customer's change of address.
102. The system of claim 84, wherein the service component includes a forwarding component for forwarding e-mail addressed to the old address of the customer to the new address.
103. The system of claim 84, wherein the service component includes a contact establishment component for contacting a second customer who has changed an address from a second old address to a second new address comprising:
- a contact request receiving component for receiving a request from the customer having the second old address of the second customer to contact the second customer;

determining component for determining the second new address for the second customer based on a database storing archived change of address information including the second old address and the second new address; and forwarding component for providing the new address of the customer to the second customer at the second new address.

104. The system of claim 103, wherein at least the database spans several years or the customer has moved from the second old address to an interim address before moving to the second new address.

105. The system of claim 104, wherein the service component includes a advertising component for providing electronic advertisements from a business to the customer based on the change of address information.

106. The system of claim 105, wherein the customer may chose whether to receive or continue receiving the electronic advertisements.

107. A system for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:

a change of address receiving component for receiving change of address information from the customer via a network;

a change of address processor for processing the change of address information electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer; and

a notifying component for notifying a company or individual that the customer moved from the old address to the new address, comprising

a user interface for providing a list of companies to the customer;

a selection component for selecting a company on the list to notify; and

a notification component for notifying the selected company of the customer's change of address.

108. The system of claim 107, further comprising a database for storing a record for at least one company on the list including at least one of a unique identifier, a company name and address, a delivery method, and any company specific data needed to be collected for notification.

109. A system for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:

a change of address receiving component for receiving change of address information from the customer via a network;

a change of address processor for processing the change of address information electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer; and

an e-mail forwarding component for forwarding e-mail addressed to the old address of the customer to the new address, comprising a deflector record containing an address of an old e-mail service provider, which provides e-mail service to the customer at the old address, and an address at the forwarding service;

a deflector record sending component for sending the deflector record to the old e-mail service provider for transferring the e-mail from the old e-mail service provider to the forwarding service;



an e-mail receiving component for receiving the e-mail at the forwarding service from the old service provider; and a router for re-routing the e-mail to the new e-mail address.

110. A system for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:
- a change of address receiving component for receiving change of address information from the customer via a network;
  - a change of address sending component for sending the change of address information to a licensee of the change of address service to process the change of address electronically; and
  - a network for providing the processed change of address information to the licensor electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.
111. The system of claim 110, wherein the licensor is a Postal Service, and the processed information is distributed throughout the Postal Service.
112. The system of claim 110, wherein the licensee contains a service component for providing an additional service to the customer to assist the customer in changing the customer address
113. The system of claim 110, further comprising a network to electronically link the licensor to the licensee, and a service component located at least at the licensee or the licensor to provide an additional service to the customer to assist the customer in changing the customer address.
114. The system of claim 100, further comprising a consolidation component to consolidate change of address information from several licensees so that the same change of address information is not provided to the licensor more than once.

115. A system for providing an electronic change of address service from an old address of a customer to a new address of the customer, comprising:

- a network;
- a change of address server;
- a user interface at the change of address server for the customer to enter change of address information;
- a change of address receiving component for receiving the change of address information at the change of address server via the network;
- a validating component for validating an identity of the customer at the change of address server;
- a change of address processor for processing the change of address information electronically when the identity is valid to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer; and
- a service component for providing an additional service to the customer to assist the customer in changing from the old address to the new address.

116. The system of claim 115, wherein the service component includes a notification component for notifying a company or individual that the customer changed from the old address to the new address, comprising:

- a user interface for providing a list of companies;
- a customer selection receiving component for receiving a customer selection of a company to notify; and
- a notification sending component for notifying the selected company of the customer's change of address.

117. The system of claim 115, wherein the service component includes a notification component for notifying a company or individual that the customer changed from the old address to the new address, comprising:

- a customer selection receiving component for receiving an e-mail address or downloading an e-mail address list from the customer for a designated individual or company; and
- an electronic message sending component for sending an e-mail message to the designated individual or company describing the customer's change of address.

118. The system of claim 115, wherein the service component includes a notification component for notifying a company or individual that the customer changed from the old address to the new address, comprising:

- a customer selection receiving component for receiving a mailing address or downloading a mailing address list from the customer for a designated individual or company; and
- a message sending component for mailing a mail piece to the designated individual or company describing the customer's change of address.

119. The system of claim 115, wherein the service component includes a forwarding component for forwarding e-mail addressed to the old address of the customer to the new address, comprising

- a deflector record containing an address of an old e-mail service provider, which provides e-mail service to the customer at the old address, and an address at the forwarding service;
- a deflector record sending component for sending the deflector record to the old e-mail service provider for transferring the e-mail from the old e-mail service provider to the forwarding service;

an e-mail receiving component for receiving the e-mail at the forwarding service from the old service provider; and  
a router for re-routing the e-mail to the new e-mail address.

120. The system of claim 115, wherein the service component includes a contact establishment component for contacting a second customer who has changed an address from a second old address to a second new address comprising:

a contact request receiving component for receiving a request from the customer having the second old address of the second customer to contact the second customer;

a database storing archived change of address information including the second old address and the second new address for determining the second new address for the second customer; and

a message sending component for providing the new address of the customer to the second customer at the second new address.

121. The system of claim 120, wherein at least the database spans several years or the customer has moved from the second old address to an interim address before moving to the second new address.

122. The system of claim 115, wherein the service component includes a component for providing electronic advertisements from a business to the customer based on the change of address information.

123. A computer program product for providing an electronic change of address service from an old address of a customer to a new address of the customer, the computer program product comprising the following computer-readable program code for effecting actions in a computing platform:

program code for receiving change of address information from the customer via a network;  
 program code for receiving verification information verifying an identity of the customer; and  
 program code for processing the change of address information electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer when the identity is verified.

124. The computer program product of claim 123, wherein the old address and new address are mailing addresses.
125. The computer program product of claim 123 wherein the old address and new address are electronic addresses.
126. A computer program product for providing an electronic change of address service including a plurality of sub-services from an old address of a customer to a new address of the customer, the computer program product comprising the following computer-readable program code for effecting actions in a computing platform:

program code for providing a user interface at a change of address server for the customer to enter change of address information;  
 program code for receiving the change of address information at the change of address server via a network;  
 program code for validating an identity of the customer at the change of address server;  
 program code for electronically transferring the change of address information to a service center when the identity is valid;

program code for forwarding the change of address information  
electronically from the service center to at least one of the sub-  
services within the change of address service; and  
program code for processing the change of address information  
received from the service center electronically to enable the  
customer to receive mail addressed to the old address of the  
customer at the new address of the customer.

127. The computer program product of claim 126, wherein said program code for forwarding the change of address information includes:

program code for formatting the change of address information to be  
uploaded to a forwarding service unit; and  
program code for uploading the change of address information to the  
forwarding service unit.

128. A computer program product for providing an electronic change of address service from an old address of a customer to a new address of the customer, the computer program product comprising the following computer-readable program code for effecting actions in a computing platform:

program code for providing a user interface at a change of address  
server for the customer to enter change of address information;  
program code for receiving the change of address information at the  
change of address server via a network;  
program code for validating an identity of the customer at the change  
of address server; and  
program code for processing the change of address information  
electronically when the identity is valid to enable the customer to  
receive mail addressed to the old address of the customer at the  
new address of the customer.

129. The computer program product of claim 128, wherein said program code for validating the customer's identity is performed by a third party.
130. A computer program product for providing an electronic change of address service from an old address of a customer to a new address of the customer, the computer program product comprising the following computer-readable program code for effecting actions in a computing platform:
  - program code for providing a user interface at a change of address server for the customer to enter change of address information and identification verification information;
  - program code for receiving the change of address information and the identification verification information at the change of address server via a network;
  - program code for comparing the identification verification information with stored identification verification information for validating the identity of the customer; and
  - program code for validating the identity when the identification verification information agrees with the stored identification verification information; and
  - program code for processing the change of address information electronically when the identity is valid to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.
131. The computer program product of claim 130, wherein the stored identification verification information is a series of information.
132. The computer program product of claim 130, wherein the stored identification verification information is a digital certificate.

133. The computer program product of claim 130, wherein the stored identification verification information is government identification information.

134. The computer program product of claim 130, wherein the stored identification verification information is a university identification.

135. The computer program product of claim 130, wherein the stored identification verification information is credit card information.

136. A computer program product for providing an electronic change of address service from an old address of a customer to a new address of the customer, the computer program product comprising the following computer-readable program code for effecting actions in a computing platform:

program code for providing a user interface at a change of address

server for the customer to enter change of address information and identification verification information;

program code for receiving the change of address information and the identification verification information at the change of address server via a network;

program code for sending the identification verification information to a third party for validating the identity of the customer;

program code for validating the identity when the third party sends an indication that the identification verification information agrees with the stored identification verification information; and

program code for processing the change of address information electronically when the identity is valid to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.

137. The computer program product of claim 136, wherein the identification verification information is a digital certificate.



138. The computer program product of claim 136, wherein the identification verification information is a social security number.
139. The computer program product of claim 136, wherein the identification verification information is a university identification.
140. The computer program product of claim 136, wherein the identification verification information is credit card information.
141. The computer program product of claim 140, wherein the credit card information includes at least one of a billing address, a credit card name, a credit card type, an account number, an expiration date, and an e-mail address.
142. The computer program product of claim 140, wherein said program code for validating includes
- program code for determining whether the credit card information matches fraudulent credit card information stored on a database at the change of address server; and
  - program code for validating the identity when there is no match.
143. A computer program product for providing an electronic change of address service from an old address of a customer to a new address of the customer, the computer program product comprising the following computer-readable program code for effecting actions in a computing platform:
- program code for providing a user interface at a change of address server for the customer to enter change of address information and credit card information;
  - program code for receiving the change of address information and credit card information at the change of address server via a network;

program code for sending the credit card information to a third party for verification, where the information is processed to verify an identity of the customer;

program code for receiving from the third party an indication whether the identity of the customer is verified;

program code for sending an electronic message from the change of address server to the customer when the information is valid;

program code for receiving a response from the customer after verification confirming the change of address information;

program code for validating the identity when the response is received;

and

program code for processing the change of address information electronically when the identity is verified to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.

144. The computer program product of claim 143, wherein the credit card information includes at least one of a billing address, a credit card name, a credit card type, an account number, an expiration date, and an e-mail address.
145. The computer program product of claim 143, wherein said program code for validating further includes
  - program code for determining whether the credit card information matches fraudulent credit card information stored on a database at the change of address server; and
  - program code for validating the identity when there is no match.
146. A computer program product for providing an electronic change of address service from an old address of a customer to a new address of the customer,

the computer program product comprising the following computer-readable program code for effecting actions in a computing platform:

program code for receiving change of address information from the customer via a network;

program code for processing the change of address information electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer; and

program code for providing an additional service to the customer to assist the customer in changing from the old address to the new address.

147. The computer program product of claim 146, wherein the program code for providing the additional service includes program code for providing an account establishment service allowing the customer to set up an electronic Postal Service account.

148. The computer program product of claim 146, wherein the program code for providing the additional service includes program code for a household service comprising:

program code for receiving a request from the customer regarding a household service; and

program code for processing the request through a company providing the household service.

149. The computer program product of claim 148, wherein program code for processing includes program code for requesting the household service from the company for the customer at the old address or the new address, halting the household service from the company at the old address, or requesting the

company to change the location of the household service from the old address to the new address.

150. The computer program product of claim 148, wherein the program code for the household service includes program code relating to a phone service, utility service, or a subscription.
151. The computer program product of claim 146, wherein the program code for the additional service includes program code for a moving service comprising:
  - program code for receiving a request from the customer regarding a moving service from the old address to the new address; and
  - program code for processing the request through a company providing the moving service.
152. The computer program product of claim 151, wherein the program code for moving service includes program code for at least one of scheduling a moving truck, ordering packing supplies, or providing other services related to moving.
153. The computer program product of claim 146, wherein the program code for additional service includes program code for providing government information to the customer for a geographical area.
154. The computer program product of claim 146, wherein the program code for additional service includes program code for an electronic tool.
155. The computer program product of claim 154, wherein the program code for tool includes program code for at least one of an electronic furniture arranger, a moving timeline, or another tool assisting the customer in changing from the old address to the new address.
156. The computer program product of claim 146, wherein the program code for additional service includes a purchasing service comprising:

program code for receiving a request from the customer for a purchase item; and

program code for purchasing the purchase item.

157. The computer program product of claim 156, further comprising program code for delivering the purchase item to the customer.
158. The computer program product of claim 156, wherein the program code for additional service includes program code for providing a financial service to the customer.
159. The computer program product of claim 158, wherein the program code for financial service includes program code for an on-line banking service.
160. The computer program product of claim 146, wherein the program code for additional service includes program code for providing a referral to the customer for a geographical area.
161. The computer program product of claim 146, wherein the program code for additional service includes program code for for notifying a company or individual that the customer changed from the old address to the new address.
162. The computer program product of claim 161, wherein program code for notifying includes
  - program code for receiving an e-mail address or downloading an e-mail address list from the customer for a designated individual or company; and
  - program code for sending an e-mail message to the designated individual or company describing the customer's change of address.
163. The computer program product of claim 161, wherein program code for notifying includes

program code for receiving a mailing address or downloading a mailing address list from the customer for a designated individual or company; and

program code for mailing a mail piece to the designated individual or company describing the customer's change of address.

164. The computer program product of claim 146, wherein program code for the additional service includes program code for an e-mail forwarding service for forwarding e-mail addressed to the old address of the customer to the new address.

165. The computer program product of claim 146, wherein program code for the additional service includes program code for a service for re-establishing contact with a second customer who has changed an address from a second old address to a second new address comprising:

program code for receiving a request from the customer having the second old address of the second customer to re-establish contact with the second customer;

program code for determining the second new address for the second customer based on a database storing archived change of address information including the second old address and the second new address; and

program code for providing the new address of the customer to the second customer at the second new address.

166. The computer program product of claim 165, wherein the database spans several years.

167. The computer program product of claim 146, wherein program code for the additional service includes program code for providing electronic

advertisements from a business to the customer based on the change of address information.

168. The computer program product of claim 167, further comprising program code for enabling the customer to choose whether to receive or continue receiving the electronic advertisements.

169. A computer program product for providing an electronic change of address service from an old address of a customer to a new address of the customer, the computer program product comprising the following computer-readable program code for effecting actions in a computing platform:

program code for receiving change of address information from the customer via a network;

program code for processing the change of address information electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer; and

program code for providing a notification service to the customer for notifying a company or individual that the customer changed from the old address to the new address, comprising providing a list of companies in a user interface; receiving a customer selection of a company to notify; and notifying the selected company of the customer's change of address.

170. The computer program product of claim 169, wherein program code for providing a list further comprises program code for storing a record in a database for at least one company on the list including at least one of a unique identifier, a company name and address, a delivery method, and any company specific data needed to be collected for notification.

171. A computer program product for providing an electronic change of address service from an old address of a customer to a new address of the customer, the computer program product comprising the following computer-readable program code for effecting actions in a computing platform:

program code for receiving change of address information from the customer via a network;

program code for processing the change of address information electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer; and

program code for providing an e-mail forwarding service for forwarding e-mail addressed to the old address of the customer to the new address, comprising

program code for creating a deflector record containing an address of an old e-mail service provider, which provides e-mail service to the customer at the old address, and an address at the forwarding service;

program code for sending the deflector record to the old e-mail service provider for transferring the e-mail from the old e-mail service provider to the forwarding service;

program code for receiving the e-mail at the forwarding service from the old service provider; and

program code for re-routing the e-mail to the new e-mail address.

172. A computer program product for providing an electronic change of address service from an old address of a customer to a new address of the customer,



the computer program product comprising the following computer-readable program code for effecting actions in a computing platform:

program code for receiving change of address information from the customer via a network;

program code for transferring the change of address information to a licensee of the change of address service to process the change of address electronically; and

program code for providing the processed change of address information to the licensor electronically to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer.

173. The computer program product of claim 172, wherein the licensor is a Postal Service, and further comprising program code for distributing the processed information throughout the Postal Service.
174. The computer program product of claim 172, further comprising program code for the licensee to provide an additional service to the customer to assist the customer in changing the customer address
175. The computer program product of claim 172, further comprising program code to electronically linked the licensor and the licensee and provide an additional service to the customer to assist the customer in changing the customer address.
176. The computer program product of claim 172, further comprising program code for a consolidation process to consolidate change of address information from several licensees so that the same change of address information is not provided to the licensor more than once.
177. A computer program product for providing an electronic change of address service from an old address of a customer to a new address of the customer,

the computer program product comprising the following computer-readable program code for effecting actions in a computing platform:

- program code for providing a user interface at a change of address server for the customer to enter change of address information;
- program code for receiving the change of address information at the change of address server via a network;
- program code for validating an identity of the customer at the change of address server;
- program code for processing the change of address information electronically when the identity is valid to enable the customer to receive mail addressed to the old address of the customer at the new address of the customer; and
- program code for providing an additional service to the customer to assist the customer in changing from the old address to the new address.

178. The computer program product of claim 177, wherein the program code for additional service is program code for notifying a company or individual that the customer changed from the old address to the new address, comprising:

- program code for providing a list of companies in a user interface;
- program code for receiving a customer selection of a company to notify; and
- program code for notifying the selected company of the customer's change of address.

179. The computer program product of claim 177, wherein the program code for additional service is program code for notifying a company or individual that the customer changed from the old address to the new address, comprising:

program code for receiving an e-mail address or downloading an e-mail address list from the customer for a designated individual or company; and

program code for sending an e-mail message to the designated individual or company describing the customer's change of address.

180. The computer program product of claim 177, wherein the program code for additional service is program code for notifying a company or individual that the customer changed from the old address to the new address, comprising:

program code for receiving a mailing address or downloading a mailing address list from the customer for a designated individual or company; and

program code for mailing a mail piece to the designated individual or company describing the customer's change of address.

181. The computer program product of claim 177, wherein the program code for additional service is program code for forwarding e-mail addressed to the old address of the customer to the new address, comprising

program code for creating a deflector record containing an address of an old e-mail service provider, which provides e-mail service to the customer at the old address, and an address at the forwarding service;

program code for sending the deflector record to the old e-mail service provider for transferring the e-mail from the old e-mail service provider to the forwarding service;

program code for receiving the e-mail at the forwarding service from the old service provider; and

program code for re-routing the e-mail to the new e-mail address.

182. The computer program product of claim 177, wherein the program code for additional service includes program code for a service for re-establishing contact with a second customer who has changed an address from a second old address to a second new address comprising:

program code for receiving a request from the customer having the second old address of the second customer to re-establish contact with the second customer;

program code for determining the second new address for the second customer based on a database storing archived change of address information including the second old address and the second new address; and

program code for providing the new address of the customer to the second customer at the second new address.

183. The computer program product of claim 60, wherein the database spans several years.

184. The computer program product of claim 55, wherein said program code for the additional service includes program code for providing electronic advertisements from a business to the customer based on the change of address information.